

Agenda Item 4

NORTH EAST AREA COUNCIL Project Performance Report

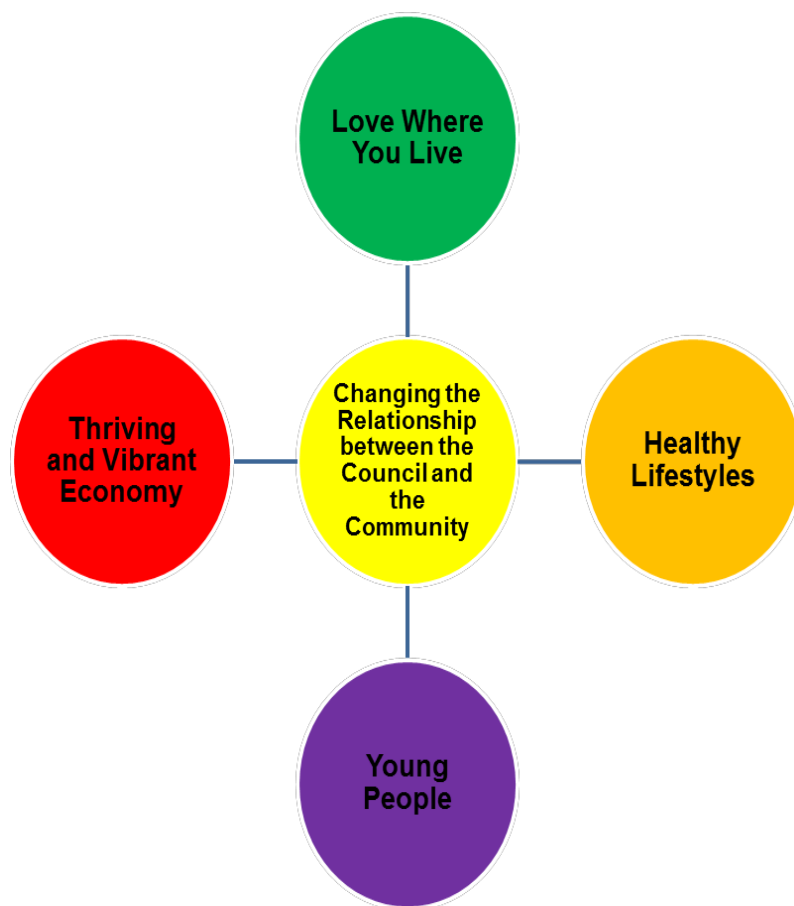
March 2020

NEAC Youth Development Working Together Report



Introduction

The North East Area Council Priorities **Love** where you **Live**



Community Cohesion and Integration

Milefield Primary Community School Farm

Year: 2016

Priority: Health and well-being

Youth Development Fund Working Together Grant: £9,100



Reason for delivering project

The North East area of Barnsley is struggling with health inequalities, with males and females having a life expectancy 2.2 years lower than the national average.

Through the Community Farm, the school aimed to improve pupils' understanding of where their food comes from and encourage both parents and pupils to develop a healthier lifestyle by thinking about the food they eat and how it is produced.

What will the farm be used for?

The farm will be incorporated into all aspects of the school curriculum (in science, for example, the pupils will use the farm to learn the animal life cycles). The school plan for the children to use the kitchen facilities to cook meals using produce grown on the farm's allotment.



They also plan to provide provision for community groups and members of the public to use these kitchen facilities and to be able to run community classes or clubs. This will serve as a source of income for the project to ensure its sustainability.

Finally, they are going to create a community cafe, where produce from the allotment can be used in an enterprise scheme to produce fresh smoothies, tea, coffee and healthy snacks.



Learning points

The scale of the project was not recognised, nor fully understood, during the planning stage. Initially it was predicted that the project would cost **£20,850** in total; at this point it has cost upwards of **£50,000**.

It was only completed with the help of the local businesses and organisations at the top of this page:

- 1) **VIY** and **Wickes** donated £9,100 in materials and labour
- 2) **SASH** donated £3000 in windows
- 3) **Symphony** donated, and fitted, a £15,000 kitchen
- 4) **Keepmoat** donated £3,000 worth of labour
- 5) 30 young people from the local community volunteered

Statistics



£6520 worth of volunteer hours



£9,100 donated by the North East Area Council



£30,100 worth of in-kind donations from local businesses

Since this original case study was written the Community Farm has gone from strength to strength. They have formed strong links with Wigfield Farm and have a waiting list of young volunteers who would like to work on the Farm.

Remedi are also frequent visitors to the Farm and their Manager wrote

'The Farm provides a number of benefits to those who use it and has provided for 45% of our placements over the last year. Without these placements, our young people wouldn't have been able to learn new skills, and contribute positively to the upkeep and running of this amazing place'

Alison and the my worker made me so welcome, I love it here and it gives me a place to where nobody judges me

The Community Farm recorded an amazing 1,200 of volunteers' hours during 2019.

They have won a Silver Young People's Award in the Britain in Bloom awards and are a focal point of the community providing regular nutritious breakfasts to disadvantaged families and delivering Holiday Hunger activities and meals during the School holidays.

The Community Farm is now home to three ponies Brambles, Sindy and Rocco, George and Mildred the pigs, Jake and Clarence the alpacas, Clara the pot-bellied pig, Snowy the rabbit, four goats, Sandy, Dunes, Billy and Buddy, in addition to chickens, ducks and guinea pigs.



Royston Pavilion

Year: 2018 – 2019

Priority: Young People

Youth Development Fund Working Together Grant: £7,000

The project was at Royston Welfare Park and Pavilion, four miles north of Barnsley. The area the VIY project was working on was a community park with a bandstand and an underused changing room facility. The park contains a children's play area, football pitches, skateboard park, basketball pitch and bowling greens, and is adjacent to a state primary school.

Over the three months that we were on site our main aim was to transform the changing room facility (the Pavilion) into a fully functioning community and meeting space that could be used for a variety of business and leisure activities. This would allow the council to draw in some additional income by hiring it out for a greater number of uses than its existing form would permit. Additionally, outside the pavilion there was a vandalised and graffitied bandstand that we wanted to refurbish to make it a more attractive feature of the park.

We were excited to be asked to complete this work alongside volunteers of all ages from the community. We knew it would make a big difference to the local area and would allow us to work with several new partners like NPS.

Action: The volunteers, under the guidance of the VIY mentors, took part in a variety of works including demolition, removing concrete benches, cladding internal walls, general labouring and painting and decorating. The students from Outwood Academy Carlton were primarily involved in the repair and painting of the bandstand in the first few sessions, which they did to a high standard despite challenging weather.

The students from Greenacre volunteered towards the end of the project when we were painting the inside of the newly repurposed meeting rooms. Both groups of students worked very well and, particularly considering they had very little experience, did a superb job.



The adult volunteers, drawn from contractor NPS, the Council's own network, the local Wickes store and beyond were an amazing support to our mentors as well, and did a large share of labouring work including carrying the waste materials and filling up the skips.

Results: The project was a brilliant success for several reasons.

Community engagement

Firstly, as mentioned above, we recruited many volunteers who committed a total of 555 volunteer hours to the project. Many of these volunteers had never been to the park before, and some weren't even aware of it. The project brought together the local mayor, the Wickes store manager, 21 students from two different schools and a range of other individuals all for the purpose of making a positive impact and creating a new and exciting community space.

Works completed

As a result, we managed to complete a large volume of work. A brief summary is as follows:

- Removed the existing concrete benches, blockwork partitions and doors
- Made good to remaining walls i.e. cladding with MDF and painting
- Installed new sets of fire-resistant internal doors
- Sanded down, painted and made good the poles and fixtures of the bandstand

Business involvement

The support received from local business was also superb. The Barnsley Wickes store donated £3,000 worth of stock to the project and, all in all, business support has totalled over £50,000. In a time of austerity, it is amazing to see businesses contributing so much towards local community initiatives.

Youth outcomes

As mentioned above, 21 young people from two local secondary schools volunteered their time to learn new skills and give back to the community. 11 of these students also earned their way to a City and Guilds Entry Level 3 painting and decorating accreditation, which will now go on their CV to show future employers and boost their chances of finding work when they leave school.

Six of the students were from Greenacre, a specialist educational needs school. Their teacher, Tracey Brown, was thrilled with the opportunity and sent us the following feedback:

'The volunteering sessions were so valuable. Our Greenacre P16 students attended the Royston Park Project, supported by Paul for two sessions. Paul was extremely helpful, approachable and knowledgeable working with our students at a very high standard. The students gained many valuable learning and social experiences from the sessions and it was great for them to be part of a meaningful, purposeful project in our local community which will benefit others. Greenacre would very much like to be part of any additional further projects working alongside VIY.'

The other students were from local mainstream secondary school Outwood Academy. Similarly, their key teacher, Nicola Knowles, sent over the following feedback about the project:

'To be able to have some of our students contribute to this project was an invaluable experience. Not only did they learn new skills, but to have the opportunity to restore something in their own community instilled a sense of pride and accomplishment. They loved asking questions about the Pavilion's history and the reasons why the committee were so passionate about restoring it. The staff from VIY were great with the students, they were patient and had fun with them. Providing opportunities for young people, whilst improving areas of the local community is so worthwhile, I wouldn't hesitate to recommend the team.'

Nicola also asked one of her students, Destiny Reay, for her thoughts on the project: *'I am 13 and have lived in Barnsley all my life. I found out about the project through school, my Learning Manager thought I might be interested. I'm so glad I got involved as I've always wanted to do something that would help the area where I live.*

The project was so much fun. It was great being taught skills by the mentors like how to prepare an area before you paint it. I also really enjoyed meeting the mayor, and it was nice to see him come down to support.

I made closer friends with the other volunteers on the project as we were working with other students who aren't normally in our class. It was also brilliant getting a qualification to go on my CV for the future.

Thanks for such a great few days and I'm so glad I was able to give back to my local community.'



Volunteer hours:

There was a minimum of 555 volunteer hours dedicated to this project from the first session on 12th September to our final day on 28th November.

How were these made up?

These were split amongst VIY Lead Mentors, local tradespeople, adult volunteers from the surrounding area, young people from two local schools and their teachers. The young people were students from Outwood Academy Carlton (a mainstream secondary school), and Greenacre (a specialist educational need school).

How many people volunteered towards this project?

A total of 38 volunteers of all ages and backgrounds took part in this project. This translates to an average of 14.6 volunteer hours committed to the project per person. On a typical VIY project the average volunteer hours committed is normally around 12, so it's a great sign of commitment that the figure was above this at Royston.

How many new volunteers signed up?

Five of the 38 individuals had volunteered with VIY before, meaning a total of 33 new volunteers were signed up as a result of this project.

Statistics



Social Value for every £1 invested
£6.23 of Social Value was gained



£7,000 donated by the North East Area Council



£50,000 worth of in-kind donations from local businesses



Physical Futures Resource Centre

Year: 2019 – 2020

Priority: Young People

Youth Development Fund Working Together Grant: £7,250

The project was at Physical Futures Resource Centre in Carlton. This is an educational and support centre for adults with a variety of additional physical, social or learning needs.

Activity:

Over the first three weeks of the project we worked with 45 volunteers on site at Physical Futures, where they helped to completely refurbish the interior of the centre. With guidance from their VIY Lead Mentors, volunteers completed the following works: Internal demolition and removal of a stud wall in the large bathroom (in order to increase accessibility for wheelchair users) Installation of new cladding over previously tiled area Full internal paint out of the whole building, comprising:

- Two large exhibition rooms
- Three bathrooms
- Main hallway/foyer
- Office
- Kitchen

Quiet room

External railings and bars

All internal doors



We then worked off-site at Outwood Academy Carlton with ten new students to build some additional features for their garden. This included several items of garden furniture, and a new external container to keep the three wheelie bins secure and out of site.

This was then dropped off at Physical Futures and installed on the same day, wrapping up our scope of works and making a big difference to both the centre and all the volunteers who took part.



Results: The project was a big success, for several reasons.

Community engagement

Firstly, as mentioned above, we recruited a large number of volunteers who committed a total of 450 volunteer hours to the project. Many of these volunteers had never been to the centre before, and some weren't even aware of it.

Business involvement

The support received from local business was also superb. The Barnsley Wickes store donated just under £2,000 worth of stock to the project, and a local carpet firm donated some carpet tiles. In a time of austerity, it is amazing to see businesses contributing so much towards local community initiatives.

Youth outcomes



As mentioned above, 20 young people from Outwood Academy Carlton volunteered their time to learn new skills and give back to the community. All 20 of these students earned themselves a City and Guilds Entry Level 3 accreditation, with ten achieving the painting unit and the other ten achieving carpentry. This will now go on their CV to show future employers and boost their chances of finding work when they leave school.

Feedback

'Last week was fantastic, the kids engaged from start to finish and I was so impressed with their behaviour. They loved getting stuck in and hopefully we can do more next year.'

Nicola Knowles, teacher at Outwood Academy Carlton.

'I would like to take this opportunity, on behalf of the Physical Futures trustees, to congratulate you and your team on putting together such a well-planned schedule of works that kept disruption at the Centre to an absolute minimum and was also so well executed by ALL those involved in this project. The decorations have transformed the Centre, making it much brighter, more hygienic and generally much more welcoming to service users and team members alike.' Martin Kelly, Physical Futures Trustee.

'I enjoyed everything about this project, mainly working with my friends to do something good. I think this has helped me both mentally and physically.'

Kyan Crossland, Outwood Academy Carlton student.

'I really enjoyed being able to try something new and working as a team to give back to the community. I feel that this project has opened up new opportunities for me by showing me what a job as a painter looks like.'

Patrick Stankiewicz, Outwood Academy Carlton student.

'I enjoyed learning new skills that will definitely benefit me in later life and has helped build my confidence. I also enjoyed working in a team with my friends and people I've never worked with before. I have become more confident and I have learnt skills that I don't think I would have learnt anywhere else until I was a lot older.'

Alia Francis, Outwood Academy Carlton student.

Volunteer hours:

There was a total of 450 volunteer hours dedicated to this project from the first session on 11th May 2019 to our final session at Outwood Academy Carlton on 13th June 2019.

How were these made up?

- There was a total of 55 volunteers who contributed time to this project. They were made up of:
- 14 from ASOS (XPO logistics)
- 21 from the local probation team
- 20 students from Outwood Academy Carlton

How many people volunteered towards this project?

- A total of 55 volunteers of all ages and backgrounds took part in this project. This translates to an average of 8 volunteer hours committed to the project per person. On a typical VIY project we normally have between 10-20 volunteers participating, so this demonstrates the culture of volunteering that clearly exists in the local area, and the desire of the community to improve this important facility for its users.

How many new volunteers signed up?

- All 55 volunteers were new to VIY and hadn't volunteered on one of our projects before.

Statistics



£6,080 worth of volunteer hours



£7,250 donated by the North East Area Council



£2,250 worth of in-kind donations from local businesses



Redfearns Junior Football Club

Year: 2019 – 2020

Priority: Young People and Health and Well being

Youth Development Fund Working Together Grant: £7,500

Setting:

The project was at Redfearns Junior Football Club. The Club is situated in an old



school built in the 1850s. During the late 1950s a local company called Redfearns Glass acquired the site as a sports and social facility for their workforce and, shortly afterwards, added two changing rooms to the front of the building and a function room to the rear.

The facilities were well used by the community and would regularly host social events like wedding receptions and Christenings, as well as being the base for snooker, pool, darts, cricket and bowls teams. Redfearns JFC then moved into the site in 1998, two years after their inception, with the full support of the glasswork's senior management team. The club initially started with two teams but this quickly grew to supporting over 150 youngsters playing across ten age groups – establishing it as the largest junior football club in the area.

The building then started falling into disrepair and, in 2005, sadly had to be closed due to Health and Safety reasons. The refurbishment project, of which VIY was part, was therefore sorely needed and will make a big difference to the club's capacity to host matches and events again.

Activity:

From the start of August until early October, VIY and the 29 volunteers worked to complete the following:

Kitchen

- Installing new doorframes and doors
- Installing serving hatch doors
- Installing kitchen units
- Reception area
- Blocking up old doorway
- Plaster boarding and skimming walls and ceiling
- Painting and decorating the new surfaces
- Main hall
- Prepping and sanding main hall ready for painting
- Painting and glossing walls and skirtings
- External
- Removing old damaged cladding and installing new weatherproof replacement

Learner participation



We had two cohorts of students from the Outwood Academy Carlton take part in the painting, decorating and glossing elements of the works. The first group were on site on 18th and 19th September, and a second group attended the following week, 25th and 26th September.

Over those four days they were taught how to clean and prep walls and skirtings prior to painting, how to protect the floors and carpets, how to mask and cut in, how to use rollers and paintbrushes effectively and how to ensure the space was left clean for the next day's work.

Our City and Guilds assessor was satisfied with the learners' aptitude and competence and, as a result, they were all awarded with a City and Guilds Entry Level 3 painting accreditation.

Results:

The project was a great success for several reasons.

Community engagement

The project has attracted lots of different community businesses and organisations – all with the goal of restoring Redfearns JFC to its former status. Some of the local organisations and people involved were local councillors, the Area Council Team, Barnsley Football Foundation, Section 106 project support, Henry Boots, Wickes Barnsley, Barnsley Council Youth Development Fund, Asda, One Stop, BARNSLEY CVS, Priory Campus and NPS.

Business involvement

The support received from local business was also superb. The Barnsley Wickes store donated £2,500+ worth of stock to the project. In a time of austerity, it is amazing to see businesses contributing so much towards local community initiatives.

Youth outcomes

As mentioned above, 22 young people from Outwood Academy Carlton volunteered their time to learn new skills and give back to the community. All 22 of these students earned themselves a City and Guilds Entry Level 3 accreditation. This will now go on their CV to show future employers and boost their chances of finding work when they leave school.

Feedback

Redfearns JFC fundraising co-ordinator, Allen Hitchen, gave the following feedback:

“We feel privileged to have had the opportunity to work with Joe and the team. Our thanks also go to the generous funding from the Youth Development Fund and Wickes and the support of the North East Area Council and North East Area Team. The work has been fully completed to a high standard and will be of great benefit to the Junior Football Club and hopefully other community groups and individuals who will use the facilities.”

Statistics



£4,756 worth of volunteer hours



£7,500 donated by the North East Area Council





The Youth Development Working Together Fund has also supported the following organisations during the financial year 2019 – 2020:

Community Organisation	Activity	Project Cost
Exodus	Children's Activity Clubs	£6,906
Grimethorpe Pentecostal Church	Junior Musicians Group	£618
Volunteer It Yourself	VIY - Royston Physical Futures	£7,250

Volunteer It Yourself	VIY – Redfearn’s JFC	£7,500
Reds in the Community	Fit Reds Healthy Kicks	£14,000
Fit Reds in the Community	Fit Reds Healthy Kicks room hire	£2,500
Ad Astra	Listening Therapy Initiative Shafton ALC	£5,500
Ad Astra	Listening Therapy initiative at Carlton ALC	£5,500
Grimethorpe Community Farm	Grimethorpe Community Farm	£5,005
Grimethorpe Activity Zone	GAZ out of school activity sessions	£5,596
Great Houghton Youth Club	Weekly Youth Group Sessions	£6,156
Lundwood Community Ambassadors	Lundwood Community Ambassadors project	£4,000
Lundwood Community Ambassadors	Lundwood Community Ambassadors project training	£1,500
Grimethorpe Junior Wardens	Grimethorpe Junior Wardens	£5,000
Once Upon A Prom	Prom Clothes and Accessories	£1,000
New Options	Young Wardens	£5,000
Exodus	Youth Club at Brierley	£4,642
Total		£87,673

Match funding from other Organisations

Volunteer It Yourself	£2,500
Outwood Academy Shafton	£500
Outwood Academy Carlton	£500
Physical Futures	£1,000
Great Houghton Youth Club	£3,100
Total	£7,600

Case Studies

Great Houghton Youth Club

Setting: Where did the event take place?

Weekly on-site activities have taken place in the main at Great Houghton Welfare Hall and within its grounds. We have also taken a local trip to the Pantomime at Wath-Upon-Dearne.

Activity:

One of our problems as a youth group is funding, parents are increasingly unable to meet the costs of their weekly and daily commitments, this has a knock-on effect for us. Therefore, our activities have mainly been in the Welfare Hall. Parents and carers rely on our youth group to provide low cost activities and events

Action: What did the people involved do?

Arts, crafts, baking, fitness, social interaction, signposting, tuck shop, fund raising events, collecting donations and getting them ready for sale at fund raising events, volunteering at local events at the Welfare Hall. Costing activities, designing and making displays. We have planned and prepared a pantomime visit and a buffet, inviting the more elderly members of our community to join us free of charge. We have also made plans for our senior group and started improving the room for use after February half term. The volunteering opportunities we have facilitated are funding raising, administration, supporting youth group sessions and activities, bid writing and monitoring experience.

Results: How did it turn out?


Our youth group weekly sessions continue to be popular and address the needs of our young people. We have successfully delivered the outcomes that we planned for over this period. However, money is still tight for our group and for many parents. Our young people continue to grow and improve their social and life skills and skills that will help them to become productive and valued members of our community, increasing their life chances. We continue to include informal learning around health and nutrition, healthy eating, exercise, social skills and their understanding has grown in these areas.

Ending: What is different now?

From September to December 2020 our young people have participated in a varied range of onsite activities. Our young people participate safely and effectively in group activities as when the current members enrolled these skills needed much work. They are now able to interact together safely and appropriately in informal groups, socially and during competitive games and exercise sessions.


Our members are more confident in our sessions and have formed constructive relationships with their peers, staff and volunteers. They have formed social and respectful links with the 'Reading Room' project members and will be making this initiative part of our ongoing work. Both young and old enjoyed the pantomime evening and many members of the 'Reading Room' project commented on how well behaved our young people were throughout the event. We are keen to build on this success and will encourage our young people to plan more events that involve more senior members of our community.

Fit Reds in The Community




North East Area Council
Cudworth, Monk Bretton, North East, Ryeaton

HEALTHY LIFESTYLE PROGRAMME


KNOWLEDGE 

100% OF PUPILS INCREASED THEIR KNOWLEDGE OF HEALTHY LIFESTYLES



FIT REDS


MEN & WOMENS PROGRAMMES




PARTKIPANTS ENGAGED

WEIGHT LOSS

100% OF **MEN** LOST WEIGHT
100% OF **WOMEN** LOST WEIGHT







WAISTLINE

87.5% OF **MEN** REDUCED THEIR WAISTLINE
71.4% OF **WOMEN** REDUCED THEIR WAISTLINE

BLOOD PRESSURE

68.75% **MEN** REDUCED BLOOD PRESSURE
71.4% **WOMEN** REDUCED BLOOD PRESSURE






PHYSICAL ACTIVITY

87.5% OF **MEN** INCREASED THEIR EXERCISE
85.7% OF **WOMEN** INCREASED THEIR EXERCISE

ALCOHOL INTAKE

50% OF **MEN** REDUCED THEIR INTAKE
42% OF **WOMEN** REDUCED THEIR INTAKE



The Fit Reds Healthy Lifestyle project is a programme to improve the health and wellbeing of both young people aged 7 to 11, and adults across the North East area. It supports pupils to become more physically active and increase their knowledge and skills in terms of developing a healthy lifestyle. Pupils will then can extend their learning and sports participation through the Fit Reds pathway programmes including Friday and Saturday Coaching Sessions, Premier League Kicks, Street Games and Family Hubs.

Prince's Trust Team 12 Community

A group of 12 young people aged 16 - 22 from Barnsley were tasked with finding a community project that would have a sustainable legacy and have a positive impact on the Barnsley community. One of these ideas was to rejuvenate Cudworth Valley Park. They had to pitch this idea to officials from South Yorkshire Police, South Yorkshire Fire and Rescue and the Prince's Trust.



Project – Cudworth Valley Park



Redfearns Junior Football Club – Disability Development Team

September 2019 onwards - Wednesday Evenings 5-6pm

The team litter picked 63 bags worth of rubbish from the park throughout the week. All whilst working in challenging weather conditions. They had rain, snow, hail, wind and even a bit of sunshine!



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Following the illness of my own child and the possibility that he would be unable to continue playing for his grassroots football team I became interested in finding out if there were any specific teams for children who were unable to play in mainstream grassroots teams, there were not many opportunities local to our area. Therefore, when Sheffield and Hallamshire FA began promoting disability awareness I was eager to get Redfearns involved.

After securing Bronze award for disability awareness Redfearns and I quickly pushed towards the next level, this involved preparing for the possibility of setting up a team specifically for children with additional needs and, or, disabilities. I began to shadow other Redfearns managers and coaches and enrolled on my FA accredited Level 1 Coaching course. I successfully completed this in September and have received my certificate.

Training sessions started in mid-October 2019 and we are confident that by the end of the season we will have a number of children and young people regularly attending, potentially enough to make a team and play some matches against other disability teams.

Background

Opportunities for young people with additional needs and, or, disabilities are extremely limited, particularly around our local area. Other clubs have attempted to set up groups and teams, but many have been short-term.

Who was involved

- Redfearns JFC
- Greenacre School, Barnsley
- Athersley Rec FC – Offered support and guidance
- Sheffield and Hallamshire County FA - Sam Firth – Football Development Officer (Disability) and Luke Coaching Mentor

The problems and how they were tackled

As a Junior Football Club, we were more than happy to support Becky and the initiative although faced with a challenge, having only dealt with children who were physically and mentally fit to participate in football. Becky researched the way forward and identified all the steps we had to follow and the potential issues and pitfalls we may encounter and expended a lot of time networking with other clubs who were already up and running and the Sheffield and Hallamshire County FA contacts.

Becky gained the Bronze Pledge from County FA , Coaching qualifications and necessary checks necessary and with support from within the Club posted information on Social media, and circulated details of setting up the development team via e-mail to all the schools within Barnsley in an attempt to create interest and gain youngsters for the coaching sessions

Outcomes and impact (what did the project deliver)

Redfearns JFC offers children with additional needs and disabilities the opportunity to be inclusively involved in football training. Although known as a football team, the

session outcomes do not solely focus on football skills and techniques, in fact technical ability is secondary to the support around developing social skills and awareness, confidence and providing a sense of belonging.

What could have been done better

Advertising has proven to be less straightforward than anticipated. Despite sending several emails and flyers to local schools many of them were not forwarded to children and, or, their parents and carers.

Starting this team after the mainstream teams at Redfearn had already been allocated training dates and times also limited the options for days and times to offer training. Having to train from 5pm has prevented some from attending, feedback has been that they are unable to arrive for 5pm due to work commitments. Once winter training has ceased and we are back training at Redfearn's ground rather than the local high school I will be able to address this and offer a more suitable time to parents and carers.

Key learning points

Pre-planning of sessions is more time consuming than anticipated.
Football ability is more often irrelevant.

Next steps – a summary of ongoing or future work to sustain the initiative, specifically volunteering opportunities and wider uptake.

- Training will continue Wednesday's from 5 - 6 pm until we are able to offer a time that is more convenient.
- Create and distribute another batch of leaflets and emails to appropriately selected local schools and organisations.
- Assistant to complete all necessary checks and training to be available to support sessions as soon as possible.

Caroline Donovan
North East Area Manager
26th March 2020